



PATENT
Attorney Docket No.: SONY-22100

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Klaus Hofrichter *et al.*

Serial No.: 09/705,478

Filed: November 2, 2000

For: **REMOTE MANUAL,
MAINTENANCE, AND
DIAGNOSTIC SERVICES FOR
NETWORKED ELECTRONIC
DEVICES**

) Group Art Unit: 2143

) Examiner: Mauro Jr, Thomas J

) **TRANSMITTAL LETTER**

) 162 North Wolfe Road
) Sunnyvale, California 94086
) (408) 530-9700

) Customer Number 28960

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MAY 14 2004

Technology Center 2100

MS: Non-fee Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Enclosed please find Amendment and Response to Office Action mailed February 9, 2004, including three sheet of red lined drawings for filing with the U.S. Patent and Trademark Office.

The Commissioner is authorized to charge any additional fee or credit any overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,
HAVERSTOCK & OWENS LLP

Dated: May 10, 2004

By: Jonathan O. Owens
Jonathan O. Owens
Reg. No.: 37,902
Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))
I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.
Date: 5/10/04 By: [Signature]



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Filed: November 2, 2000)	February 9, 2004
)	
For: REMOTE MANUAL,)	162 North Wolfe Road
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DIAGNOSTIC SERVICES FOR)	(408) 530-9700
NETWORKED ELECTRONIC)	
DEVICES)	Customer No. 28960

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Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

In response to the Office Action of February 9, 2004, please amend the subject application as follows:

AMENDMENTS

Amendments to the Drawings begin on page 2 of this paper and include annotated sheets showing changes.

Amendments to the Specification begin on page 3 of this paper.

Amendments to the Claims are reflected in the listing of claims which begins on page 7 of this paper.

Remarks/Arguments begin on page 23 of this paper.

- 1 -

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